

UG1 MicroStrategy Reporting & Performance Subgroup Meeting Minutes

Date: May 30, 2014

Time: 9:45 AM to 11:00 AM

Location: WebEx

Next Meeting Date: June 20, 2014

Meeting Agenda

- Introduction
- Resolution to Action items from Previous Meeting
- MicroStrategy Reporting
 - Discussion Continuation: Establish General Guidelines for Error Code Updates and Re-evaluate the language & error data in the error codes descriptions (cont.) (Andrew White)
 - Product Owner: Request to Retire Some Microstrategy Reports
 - Open Discussion
- MicroStrategy Performance
 - Status of ETRs/Upcoming Performance Enhancements
 - MicroStrategy Performance Metrics
 - Next Meeting's Discussion Items

Meeting Minutes

- Open ETR/ECR's
 - ALM ID 1408 and ALM ID 6369
 - Release date is 7 September
 - SBM ID: INC914891
 - Defect out of the box
 - Opened directly with MicroStrategy
 - Out of USPS hands
- Microstrategy Report Performance
 - 97% of reports are generated in under 60 seconds
- Microstrategy Document Performance
 - 94% of documents generated in under 60 seconds
- Performance of Full Mailing Life Cycle: Microstrategy Reporting
 - Showing number of pulls on mailer scorecard
 - Number of unique users
 - Success rates
 - Can't tell if it's Users or companies
 - **Action Item: Ken Yang:** Request to learn total number of users for PostalOne system that either have access to "Manage Mail Activity" or permissions to use the reports. This effort is because we want to know number of actual users vs. number of authorized users
 - **Action Item: Ken Yang:** List all reports, not just the top 45
 - **Action Item: Ken Yang:** For the 3rd line item titled "Mailer Scorecard Details Report", is this report for Full Service program, Seamless, eInduction, etc. Please add description to the report name and also add line items to represent the detail reports supporting these programs.

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- **Action Item: Ken Yang:** Can the reports be classified / by grouping definition? Add a new column heading to this report to improve readability. Provide a mock up what the slide may look like to the group for feedback before finalizing
- Microstrategy Performance Response Times
 - Response times of primary reports group is tracking
- New report request: Can we add functionality to Scorecard to provide daily data?
 - Looking for the scorecard to give trends down to the daily level
 - Wants to see the daily data on the screen
 - Compare day to day over a range of days
 - Requester is only dealing with one center
 - Capture the day to day change
 - **Action: Tom Glassman** will send Arlene his spreadsheet that demonstrates how he monitors daily performance extracted from Scorecard.
 - **Action: Arlene** will forward spreadsheet to Product Owner for review and consideration
- Revision proposals to Error Code descriptions:
 - Need to understand source of the data
 - Red is the example change
 - Show Scan data vs. eDoc data
 - Order to resolve error, need to id the destination and sort level of container
 - Red text is example change
 - Added container level
 - Destination ZIP
 - Etc.
 - When container is used it means a pallet
 - Question: is there a need to display both Handling Unit and Container information?
 - Yes, because the HU is in the wrong container
 - What container it was in
 - What container it should have been in
 - Question: is it beneficial to always provide HU and Container level & destination zip across the board
 - Yes, but dumb it down
 - Users should document confusion/errors and forward to Steve K. & Arlene Z.
 - Question: is there something in the report that shows what the source validation data is?
 - There are some CSA specific errors that show what the error was validated against, but not all

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- Should we display CSA information in more/all reports
 - Don't know how many 1st class mailers are using CSAs
 - **Action Item: Andrew White**
 - Research how to add CSA information to all reports
 - **Action Item: Andrew White**
 - Research how palletization/containerizations rules are enforced/reported across the board. We need the report to show if error was logged against the respective set of rules (ex. Was the error logged due to DMM palletization rules or CSA rules?)
- Show CSA effective dates for all CSA errors
- Might need multiple options to show different CSA errors
- Appointment errors
 - Currently only show appointment ID
 - Need to show
 - Appointment local key
 - eDoc locale key
 - Fast appointment time
 - **Action Item: Andrew White**
 - Update to make sure to use the external appointment IDs, not internal appointment IDs
- Error Info Open Questions / Design Decisions
 - Balance size vs. redundancy
 - Question: do you need container & handling unit information
 - Not really, but doesn't hurt
 - Potential enhancements
 - Also display container ID for both Containers and HU
 - Field is there, but not always populated
 - Should scan information be displayed on the error report
 - Manual sampling scans
 - MPE scans (piece level)
 - Appointment related errors
 - Additional suggestions
 - "dumb down" the error messages
 - Provide both technical and laymen terms description
 - Explain what the error message means to someone
 - Might include a hyperlink to the error guidebook
 - What does someone need to do to correct the error
 - How do I resolve these issues

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- Some mailers don't have the technical resources to understand the error message
 - Link was seconded by another member
- If there are two similar error messages "highlight / bold" the different text to help users see the difference between two similar error messages
 - **Action item: missed name (USPS)**
 - Look into highlighting the difference
- Next meeting is in three weeks, June 20, 2014
- Closing comments
 - If people are seeing comments in the reports or scorecard that they don't understand open a ticket with the help desk

Action Items

Action Item	Owner	Due Date
Request to learn total number of users for PostalOne system that either have access to "Manage Mail Activity" or permissions to use the reports. This effort is because we want to know number of actual users vs. number of authorized users	Ken Yang	20 June
List all reports, not just the top 45	Ken Yang	20 June
For the 3rd line item titled "Mailer Scorecard Details Report", is this report for Full Service program, Seamless, eInduction, etc. Please add description to the report name and also add line items to represent the detail reports supporting these programs.	Ken Yang	20 June
Can the reports be classified / by grouping definition? Add a new column heading to this report to improve readability. Provide a mock up what the slide may look like to the group for feedback before finalizing.	Ken Yang	20 June
Tom Glassman will send Arlene his spreadsheet that demonstrates how he monitors daily performance extracted from Scorecard. Arlene will forward spreadsheet to Product Owner for review and consideration	Tom Glassman & Arlene Zisow	20 June
Andrew White will research how to add CSA information to all reports	Andrew White	20 June
Research how palletization/containerizations rules are enforced/reported across the board. We need the report to show if error was logged against the respective set of rules (ex. Was the error logged due to DMM palletization rules or CSA rules?)	Andrew White	20 June
Update to make sure to use the external appointment IDs, not internal appointment IDs	Andrew White	20 June
If there are two similar error messages look into "highlight or bold" the different text to help users see the difference between two similar error messages	UNK (USPS)	20 June